

**VERSION UPGRADE POLICY**  
WEB Hosting and Database Components

Issued Date: November 17, 2003  
Effective Date: November 17, 2003  
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**Release Implementation Schedules**

In a shared hosting environment, ITS will maintain all operational software required to support database, system, application server, Web server, and middleware hosting environments at release levels that are supported by the supplying vendor. ITS will attempt to maintain all operational software at a level that is no more than two major releases from the currently shipping product. Software corrections that are issued as patches, zaps, maintenance releases, PTFs, etc., will be applied as needed in the various hosting environments.

Major software releases will be evaluated as they are issued from the vendor. The ITS technical team that supports the software will review the product enhancements offered in the new release, the stability and reliability of the new release, and the compatibility of the new release with other operational software and customer applications. When the technical team determines that a new release should be implemented, the implementation schedule will be coordinated with the Product Manager and will be announced via the Change Management process. In most circumstances, ITS will not deploy major new software releases into customer environments until they have been shipping more than six months.

**Remediation of Application Software Compatibility Issues**

It may happen that application software is not compatible with new or current versions of ITS supported software. In this event, it is the customer's responsibility to work with the developers or vendors that support their application software to resolve these issues. Any expense associated with resolving incompatibility issues will be the responsibility of the owner of the application. Applications that require down level software versions and can no longer participate in a shared environment may be moved to a co-located or dedicated environment. Costs associated with hosting a special requirement application will be the owner's responsibility. It is not the intent of ITS to maintain more than one version of software except during short periods through an upgrade cycle.

**Notification of Upgrades**

ITS will notify customers of planned upgrades through the Technical Bulletin and Change Control processes. New releases of operational software will be deployed in a

shared development environment prior to their production implementation. Customers will be encouraged to test and validate their applications prior to the production implementation of the new software release. If customers experience problems that are associated with the new software release, they should be reported to the ITS technical team via a Remedy problem report. The technical team will work with their vendors to correct any defects found in the operational software before a new release is implemented into a production environment.